



Title IIIB Legal Assistance Report

Activity Report State Fiscal Year (SFY) 2012

March 2013

Prepared from data submitted by legal providers and
Area Agencies on Aging

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Introduction

The legal needs of older Iowans are very real and often entwined with other issues that first come to the attention of the aging network. Legal assistance issues are present when questions arise over shelter, adequate food, services, public benefits, and independence. The legal concerns can come in the form of landlord/tenant frustrations, housing violations, advance directives, guardianship, mental health commitment, wills, resident's rights, individual's rights, appeals for Medicaid or Medicare, protection from elder abuse, pursuit of consumer fraud and scams and age discrimination. The aging network legal providers, funded in part by the Older Americans Act dollars, respond to these types of issues and are a valuable resource to those older Iowans who find themselves in situations where legal advice or assistance is needed.

Under the Older Americans Act (OAA), the term legal assistance means legal advice and representation provided by an attorney to older individuals with economic or social needs and includes counseling or other appropriate assistance. Paralegals or legal assistants under the direct supervision of licensed attorneys can also provide assistance. Legal assistance has been a priority service since 1975 when they were first created under the OAA. Legal assistance was retained as one of the three categories of priority services under Title III, Part B, Supportive Services in the 2000 amendments and again in 2006. Priority services must be funded by each Area Agency on Aging in an adequate proportion. Iowa determined that the minimum adequate proportion is 3%.

The Iowa Title IIIB Legal Assistance Program serves persons 60 years of age and older by providing legal advice and representation, information and education and referrals in civil legal matters throughout the state. The role of this program is to identify and serve the legal needs of those older people who are most vulnerable due to social and/or economic circumstances, particularly those who are frail, isolated and/or minorities.

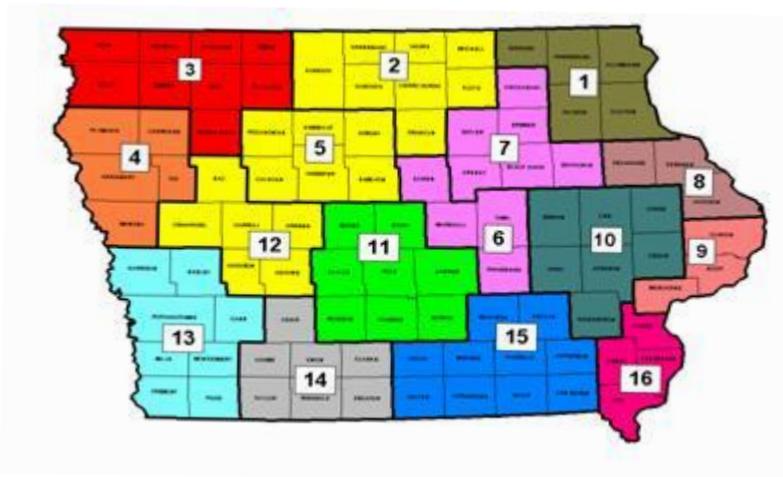
Another piece of the legal assistance program is found in Title III and VII of the OAA. Under Title III, each state is required to assign personnel (one of which is to be known as legal assistance developer) to provide state leadership in developing legal assistance programs for older individuals throughout the state. (OAA §307(a) (13)). Iowa's Legal Assistance Developer is Paige Thorson, JD.

In Title VII, each state must provide a State Legal Assistance Developer and the services of other personnel sufficient to ensure:

1. Leadership in securing and maintaining legal rights of older individuals;
2. Coordination of the provision of legal assistance;
3. Provision of technical assistance, training, and other supportive functions to area agencies on aging, legal assistance providers, ombudsman, and other persons as appropriate;
4. Promotion of financial management services for older individuals at risk of conservatorship;
5. Assistance to older individuals in understanding their rights, exercising choices, benefiting from services and opportunities and maintaining the rights of older individuals at risk of guardianship; and
6. Improvement of the quality and quantity of legal services provided to older individuals.

In an effort to highlight the work of the Older Americans Act Title IIIB legal assistance network in Iowa, the Department on Aging began collecting data from Area Agencies on Aging and the legal providers. This report provides a summary of Units of service, Clients served, Client demographics by minority, economic need, social need and age, Types of cases handled, Level of service provided to each client, Community education presentations, Emerging issues, Unmet needs and Outcomes-case summaries.

Legal Services Funded Under Title IIIB of the Older Americans Act



Area 1 & 8

Iowa Legal Aid
799 Main Street, Suite
280
Dubuque, Iowa 52001
(563) 588-4653 or
1-800-942-4619

Area 9

H.E.L.P. Legal Assistance
736 Federal Street
Suite 401
Davenport, Iowa 52803
(563) 322-6216

Area 15

Iowa Legal Aid
112 East 3rd Street
Ottumwa, Iowa 52501
(641) 683-3166 or
1-800-452-0007

Area 2, 5 & 12

Iowa Legal Aid
600 1st St., NW, Suite 103
Mason City, Iowa 50401
(641) 423-4651 or
1-800-392-0021

Area 10

Martha Quint
Attorney at Law
118 3rd Avenue, SE
Cedar Rapids, Iowa
52401
(319) 366-7675

Area 16

Iowa Legal Aid
1700 1st Ave, Ste 10
Iowa City, Iowa 52240
(319) 351-6570 or
1-800-272-0008

Area 3 & 4

Iowa Legal Aid
520 Nebraska Street
Suite 337
Sioux City, Iowa 51101
(712) 277-8686 or
1-800-352-0017

Area 11 & 14

Iowa Legal Aid
1111 9th Street, Suite 230
Des Moines, Iowa 50314
(515) 280-3636 or
1-800-532-1503

Area 6 & 7

Iowa Legal Aid
607 Sycamore Street
Suite 708
Waterloo, Iowa 50704
(319) 235-7008 or
1-800-772-0039

Area 13

Iowa Legal Aid
532 1st Avenue, Suite 300
Council Bluffs, Iowa
51503
(712) 328-3982 or
1-800-432-9229

Iowa Area Agencies on Aging (AAA) Network



Area 1

Northland AAA
808 River Street
Decorah, Iowa 52101
(563) 382-2941 or
1-800-233-4603

Area 2, 5 & 12

Elderbridge AAA
22 N. Georgia, Suite 216
Mason City, Iowa 50401
(641) 424-0678 or
1-800-243-0678

Area 3

Northwest Aging Assoc.
714 10th Avenue East
Spencer, Iowa 51301
(712) 262-1775 or
1-800-242-5033

Area 4

Siouxland Aging Services, Inc.
2301 Pierce Street
Sioux City, Iowa 51104
(712) 279-6900 or
1-800-798-6916

Area 6 & 7

Hawkeye Valley AAA
2101 Kimball Avenue, Suite 320
Waterloo, Iowa 50702
(319) 272-2244 or
1-800-779-8707

Area 8

Scenic Valley AAA
2728 Asbury Road
Dubuque, Iowa 52001
(563) 588-3970

Area 9

Generations AAA
935 E. 53rd Street
Davenport, Iowa 52807
(563) 324-9085 or
1-800-892-9085

Area 10

The Heritage Agency
6301 Kirkwood Blvd SW
PO Box 2068
Cedar Rapids, Iowa 52406
(319) 398-5559 or
1-800-332-5934

Area 11

Aging Resources of Central Iowa
5835 Grand Ave, Suite 106
Des Moines, Iowa 50312
(515) 255-1310 or
1-800-747-5352

Area 13

Southwest 8 Senior Services, Inc.
300 W. Broadway, Suite 240
Council Bluffs, Iowa 51503
(712) 328-2540 or
1-800-432-9209

Area 14

Area XIV AAA
215 E. Montgomery
Creston, Iowa 50801
(641) 782-4040

Area 15

Seneca AAA
117 N. Cooper Street, Suite 2
Ottumwa, Iowa 52501
(641) 682-2270 or
1-800-642-6522

Area 16

Southeast Iowa AAA, Inc.
509 Jefferson Street
Burlington, Iowa 52601
(319) 752-5433 or
1-800-292-1268

Title IIIB Legal Services Report for SFY 2012

A. Summary

I. Source and Type of Information Provided

This report is a summary of the activities and accomplishments of the Title IIIB legal services providers serving Iowans age 60 and older during State Fiscal Year (SFY) 2012. (July 1, 2011 to June 30, 2012). The data the report is based upon was obtained from quarterly reports submitted by the state's Title IIIB legal services providers. These reports were submitted to the Iowa Department on Aging and to the Area Agency on Aging (AAA) with whom each provider has contracted. The quarterly reports provided information relative to: 1) units of service and clients served; 2) client demographics; 3) types of cases handled; 4) the level of service provided to each client; 5) community education presentations; 6) emerging issues and unmet need and 7) outcome reporting—case summaries.

II. Providers of Service

There are 10 Title IIIB legal services providers contracted with by Iowa's 13 Area Agencies on Aging in SFY '12. These providers made services available in all 16 planning and service areas and all 99 counties. The legal service providers include Iowa Legal Aid regional offices (8), a private attorney, Martha L. Quint (1), and the Senior Citizens Law Project of HELP Legal Assistance (1).

III. Units of Service, Clients and Total Cases

The Title IIIB legal assistance programs served 3,380 clients while providing 6,677 hours of service. Services provided include: counsel and advice, brief service, referrals, settled with litigation, court decisions, settled without litigation, administrative decision and other.

On the Legal Assistance Standardized Reporting form, the categories for reporting legal cases handled are:

Consumer/Finance	Housing
Employment	Income Maintenance
Family	Individual Right
Health	Miscellaneous

In SFY 2012, the four (4) primary case types handled statewide were:

Medicaid	19%
Collection	14%
Powers of Attorney	9%
Wills/Estates	9%

Medicaid, Collection, Powers of Attorney and Wills/Estates represent 51% of the types of cases brought to the attention of the legal providers. A complete listing of individual case types by number of clients and as a percentage of the total clients is included in this report on page 20. (Figure 4)

71% (or 2,314) of cases were handled with counsel and advice, while another 18% (or 568) cases were handled with brief service. See Figure 6 entitled “Cases by Type and Level of Service” on pages 22-23 for a complete listing.

IV. Community Education

A total of 51 sessions were presented through community education efforts and a total of 665 individuals were served. Topics discussed at the community education forums were: elder law issues, Iowa Legal Aid Services, Miller Trusts, power of attorney, medical identity theft, income tax tips for seniors, taxation of Social Security benefits, tax controversies, door to door sales, assistive technology services and issues, Safelink cellular telephone program, “Are Your Legal Affairs in Order”, “The Golden Years and Debt”, “Protecting your Home From Foreclosure”, advance directives, wills, Medicaid eligibility for nursing home care, common legal misconceptions.

V. Minority Groups Served

Of the total clients receiving legal assistance through the Title IIIB program, 322 were minorities. This represents 10% of all clients served. The breakdown by minority group is as follows:

American Indian/Alaskan Native:	17
Asian/Pacific Islander:	14
Black/African American:	219
Native Hawaiian	1
Hispanic:	56
Other:	15

VI. Economically and Socially Needy

In SFY 2012, 32%, or 1,090 of all older Iowan's receiving legal assistance were in greatest economic need. This means that the need resulted from having an income level at or below the poverty level. The reports also showed that 34%, or 1,144 of all older Iowan's receiving legal assistance were considered to be in greatest social need. This means that the need was caused by non-economic factors which include physical and mental disabilities, language barriers, and cultural, social or geographical isolation caused by racial or ethnic status, that either: (i) restricts the ability of the individual to perform normal daily tasks; or (ii) threatens the capacity of the individual to live independently.

VII. Age Groups Served

The figures below show the breakdown of older Iowan's served by the Title IIIB Legal Assistance Program and the number of hours of service received by those Iowans.

<u>Age Group</u>	<u>Legal Assistance Received</u>
60-74	2,160
75+	1,220
Hours of service	6,677

VIII. Unmet Need for Legal Assistance

The Unmet Needs Report data is reported to the Iowa Department on Aging from the Area Agencies on Aging through an unmet needs reporting system. These numbers account for only those older lowans that have come in contact with the Area Agencies on Aging (AAA) and service providers not all older lowans within the aging network.

The other category of unmet need is reported by the Title IIIB legal providers on their quarterly report forms to the AAA's and the Department on Aging. These reports reflect the number of older lowans that contacted the legal provider for legal assistance.

<u>As Identified by the Unmet Needs Report</u>	<u>As Identified by Title IIIB Legal Providers</u>
44 clients needing 290 hours of assistance	323 clients needing 1,038 hours of assistance

Both the legal assistance and unmet need reports request information to determine the extent of the need for legal assistance. Both reports reflect an unmet need for legal assistance. The reason identified for the unmet need: the funding resource is inadequate to cover the entire need. The Unmet Need report figures highlight that 44 older lowans had legal assistance needs which would have totaled 290 hours of service that were not met. The Title IIIB legal providers reported that 323 clients were in need of legal assistance which would have resulted in 1,038 hours of assistance. The total from both reports reflect that of the individuals that came into contact with the aging network and its providers, 367 clients had legal needs that could not be addressed by the current resources due to inadequate funding resources. These 367 individuals needed 1,328 hours of legal assistance service.

IX. Emerging Issues

The Title IIIB legal providers identified many emerging issues within the older lowan population where assistance is needed: Financial abuse by family and friends of frail elderly, undue influence into making gifts, consumer debt and credit card issues, telephone scams that prey specifically on seniors, length of processing of Medicaid applications, lack of information regarding Medicaid applications, reduction in elder waiver providers to serve persons 60 and older, Medicaid eligibility concerns relating to military pensions and divorce, lack of

substitute decision making resources, Consumer Directed Attendant Care (CDAC) providers with conflicts of interest; Social Security disability and inheritance guidelines, and lack of guidance for guardians which results in over extending authority.

X. Outcomes—Case Summaries

The Title IIIB legal assistance programs help Older Iowans, not only through advice and/or representation, but the legal providers also distribute various self-help booklets and make appropriate referrals. Listed below are actual case summaries provided by the legal providers showing how Title IIIB legal assistance programs have helped older Iowans. As evident from the case stories listed below, older Iowans were provided with legal assistance and information that allowed them to prevent problems or resolve their legal issues.

- A client contacted the legal provider after receiving notice of non-payment of a monthly credit card charge. The client had sent a check for \$16.11 to pay the balance on the credit card account, but the credit card company claimed they had not received the check. The client sent in the payment for a second time, but the credit card company was now charging a \$65.00 late fee. The client was informed that the late fees would be enforced after contacting the credit company's customer support department. With advice from the legal provider, Client contacted the customer support department again and was able to prove both checks were cashed. The credit card company returned the extra payment and removed the late fees from the client's account.
- A client contacted the legal provider after her continued eligibility for Elderly Waiver services was denied by the Department of Human Services (DHS) on the basis that she did not need nursing home level of care. After providing a letter from her therapist stating that the client's mental health had deteriorated and that she had recently been hospitalized because she was suicidal, the client was still denied services. The legal provider represented the client at the Administrative Law Judge hearing where the Administrative Law Judge upheld the DHS decision because the client's disabilities were primarily mental. The legal provider appealed to the director of DHS, who overturned the Administrative Law Judge decision and re-instated the client's services.
- A client contacted the legal provider after receiving a deadline from her landlord to clean the clutter in her apartment. The client was recovering from a fall in a nursing home and could not meet the deadline. With counseling

from the legal provider, the client and landlord resumed communication and the client was allowed more time to remove the clutter. With the assistance of a family member, the client cleaned the clutter and was able to remain in her apartment.

- A client contacted the legal provider for assistance in payment of her deceased father's estate recovery debt for Medicaid benefits. The client's father left an automobile, Iowa Public Employment Retirement System (IPERS) death benefit, life insurance policy, and bank account. The legal provider assisted the client in transferring the automobile to the client's name so it could be sold, prepared an Affidavit for Distribution of Property to release the bank account, and assisted with the distribution of the IPERS benefit funds to estate recovery. With the help of the legal provider, the client was able to pay the estate recovery debt.
- A client contacted the legal provider after receiving a 3-day notice for non-payment of rent for her apartment. The landlord had increased the client's rent by \$50.00 for repairs on the apartment. The client had lost her rental assistance and refused to pay the additional \$50.00 for three months because the repairs had not been made. The landlord then increased the rent to \$675.00 because the client refused to sign a new lease. By the time the client contacted the legal provider, she was behind \$525.00. With the assistance of the legal provider, the client re-negotiated a new lease for \$575.00 per month, entered into a payment plan for the \$150.00 in back rent, and the late fees were dropped.
- A client contacted the legal provider after his son, who had been staying with him for several months, refused to move out. Client's son was physically abusive and was arbitrarily causing an increase in the utility bills. The client is on housing assistance and having an extra resident violated Client's "Homebuyers Assistance Program" contract. The legal provider filed a "Forcible Entry and Detainer", and the son was evicted.
- A client was named defendant in a lawsuit by a home services provider that accused the client of selling her home to avoid creditors. The client was in a nursing home and sold her house to qualify for Medicaid benefits. The house was listed by a realtor at \$44,000. However, due to sewer problems (estimated \$15,000 - \$25,000 to repair), a flooded furnace and water heater, and plaster falling from the ceiling, the house was sold for \$25,000. The \$25,000 was paid directly to the mortgage lender. With the assistance of the

legal provider, the client was approved for Medicaid benefits, and the lawsuit was dropped.

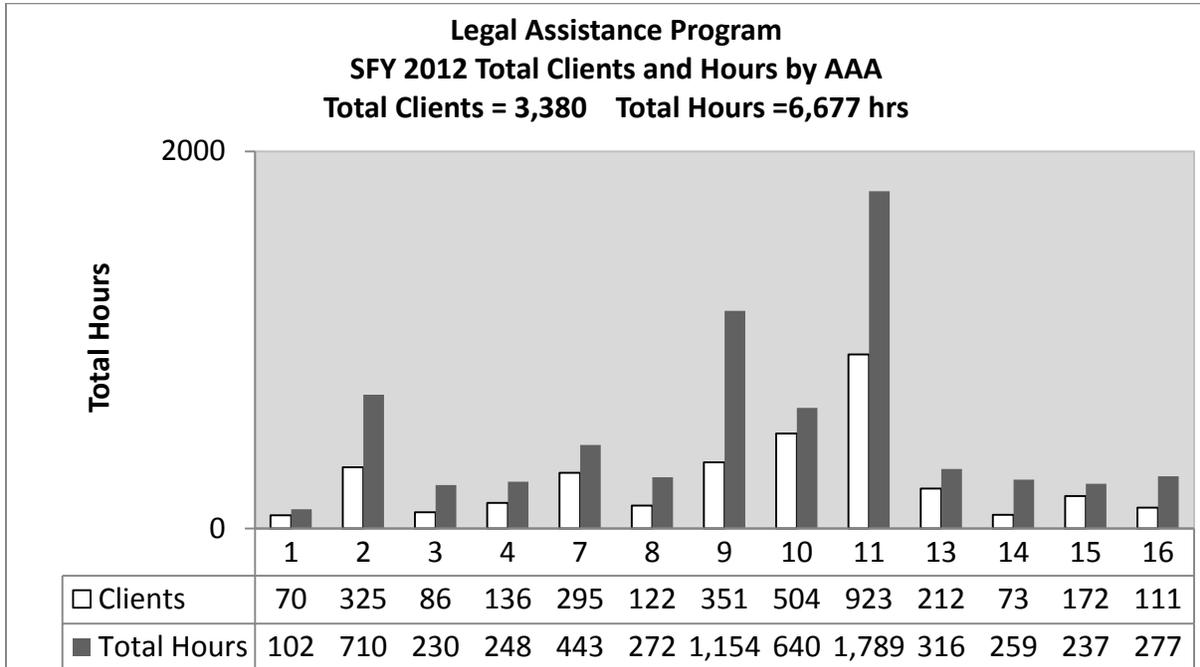
- A client received documents stating that his house was in foreclosure. The client and his wife had taken out a reverse mortgage for home improvements. The foreclosure petition stated that the client was in default in the payments on the note. The foreclosure was based on the lender's requirement of immediate payment in full of all outstanding principal and accrued interest if a borrower dies and the property is not the principal residence of at least one of the surviving homeowners. The notice of default was an error as the client and his wife were both alive and living in the home. With the assistance of the legal provider, the client was able to stop the foreclosure.
- A client contacted the legal provider after her landlord delayed the return of her \$200.00 security deposit. The client had been out of the apartment for two months and the landlord told her that her deposit was in the mail, and then in the office to be mailed and finally that he would get back to her. After the legal provider wrote a letter to the landlord advising him that he forfeited the right to keep any of the deposit after 30 days, the full \$200.00 was returned to the client.
- A disabled senior client had a judgment against her. There was an attempted garnishment of the client's bank account, which contained only Social Security retirement benefits, her only source of income. Although the bank did not turn over any of the exempt funds to the creditor, the bank charged the client a bank fee of \$100 for dealing with the attempted garnishment, in violation of federal law. The legal provider contacted the bank, and after considerable time and effort, the bank refunded the \$100 to the client.
- A disabled elderly client resides in a nursing home. The client's son was serving as attorney-in-fact under a durable power of attorney for health care decisions and also the trustee under the terms of a Miller Trust. The son was spending the client's money on himself and not paying the client's nursing home bills. The son's failure to appropriately handle the bank accounts led to the client's Medicaid being terminated. There was an unpaid nursing home bill of approximately \$42,000, and the client faced an involuntary discharge from the nursing home. The legal provider located the son and convinced him to resign as trustee. The attorney also assisted the client in terminating the power of attorney in favor of the son and in appointing a new attorney-in-fact. The legal provider then located someone to act as the new trustee, and

assisted the client in appointing that new trustee. This client was again eligible for Medicaid benefits for nursing home care, with no client participation payment, enabling him to gradually repay the back bill to the nursing home. This work resulted in a financial benefit to the client of over \$52,000.

- An elderly client contacted the legal provider for assistance in drafting a Miller Trust, enabling her to receive Medicaid payment for elderly waiver services. As a result, client was able to remain in her home rather than go to a nursing home.
- A senior was referred by the legal provider to a local private attorney volunteer who specializes in personal injury litigation. The client had sold his car to a friend, who did not perform the transfer of title. Since he was still the legal owner of the vehicle, the client was sued, along with the friend, after the friend caused a personal injury accident. Through the representation, the claim against the client was dismissed.
- An elderly client needed a Miller Trust in order to become eligible for elderly waiver services to allow her to remain in her home. Although her son had been providing services, he became ill and other providers were secured. This client was able to remain in her apartment. Another client was represented in a similar case and was able to remain in her own home and receive services valued at \$16,000 a year.
- A client contacted the legal provider after Medicare denied coverage for an ambulance ride. The client had a stroke with resulting continuous pain. Doctors at the University of Iowa pain clinic referred her to the University of Northwestern hospitals in Chicago to have a brain implant device. The device failed to alleviate the pain and later became infected, requiring its removal. After the device was removed another infection developed which physicians at the local hospital and the University of Iowa would not touch. The client had to be transported to Northwestern by ambulance. Medicare denied coverage on this ambulance ride. The legal provider successfully assisted the client in appealing to an Administrative Law Judge. Medicare paid the cost of the ambulance.

B. State Totals for the Legal Assistance Program

Figure 1: Clients and Hours by AAA

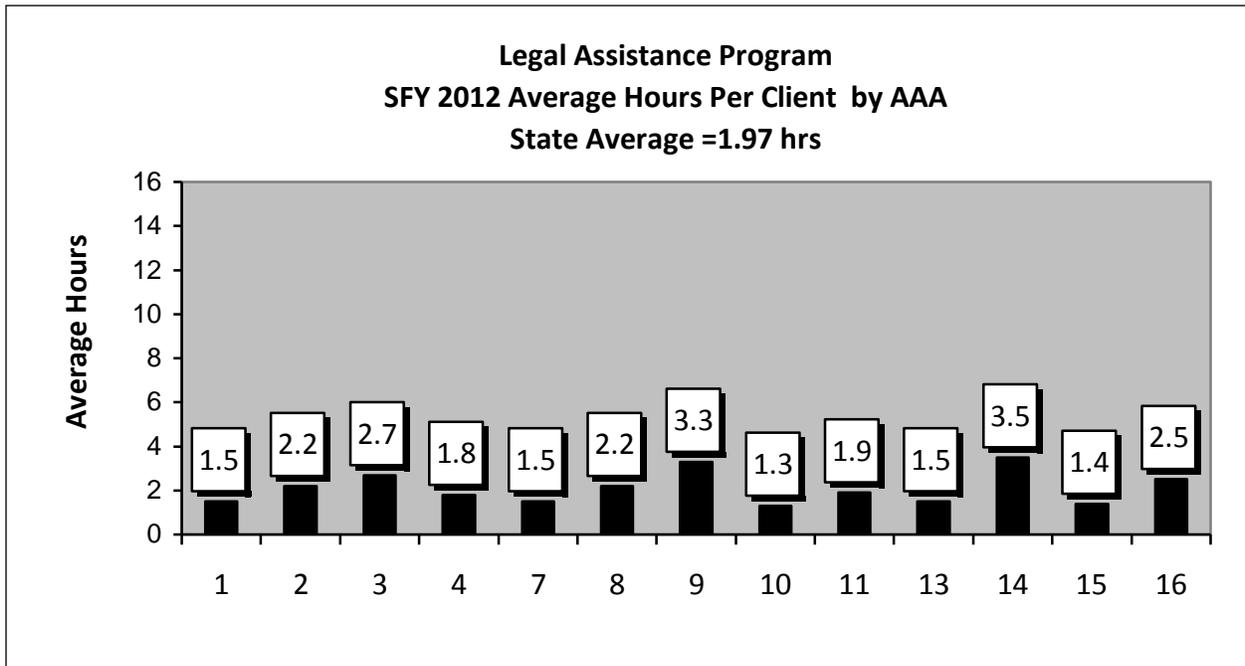


Key:

Area Agencies on Aging

- | | |
|-------------------------------|------------------------------------|
| 1 Northland | 10 Heritage |
| 2 Elderbridge | 11 Aging Resources of Central Iowa |
| 3 Northwest Aging Association | 13 Southwest 8 Senior Services |
| 4 Siouxland | 14 Area XIV |
| 7 Hawkeye Valley | 15 Seneca |
| 8 Scenic Valley | 16 Southeast Iowa |
| 9 Generations | |

Figure 2: Average Hours per Client by AAA

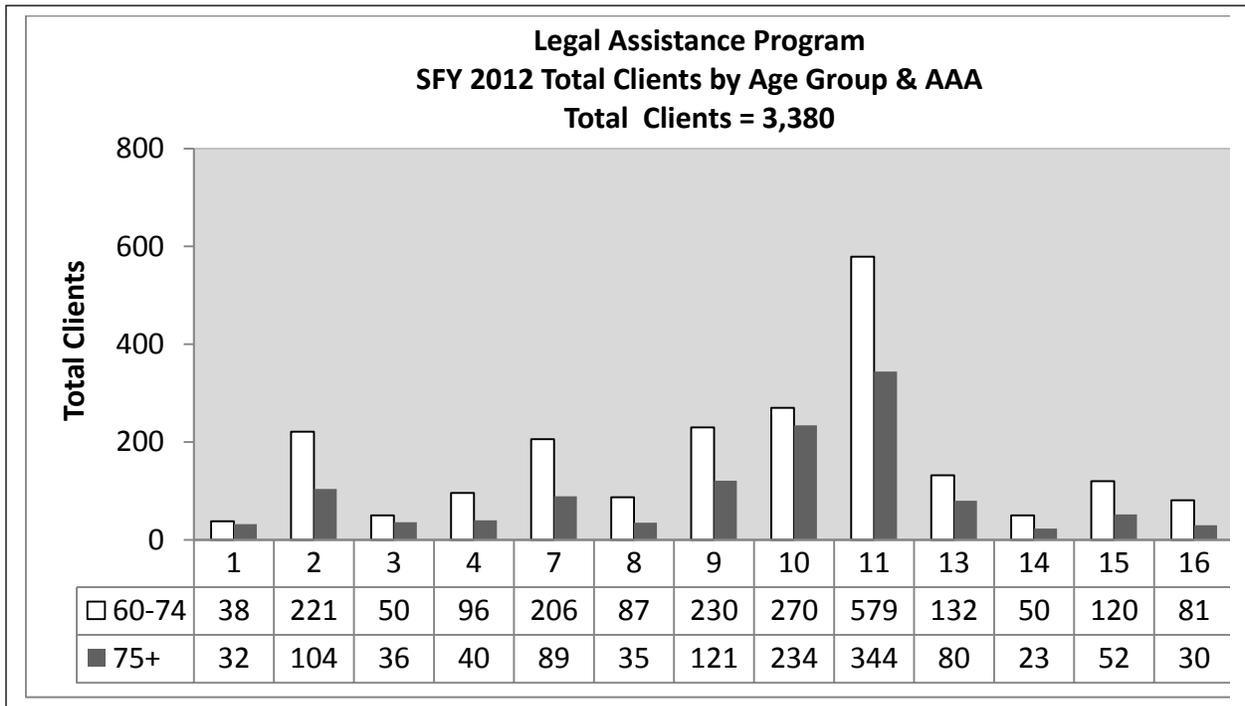


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Figure 3: Clients Served by Age Group and AAA



Note: 64% of Clients were in the 60-74 age group
36% of Clients were in the 75+ age group

Key:

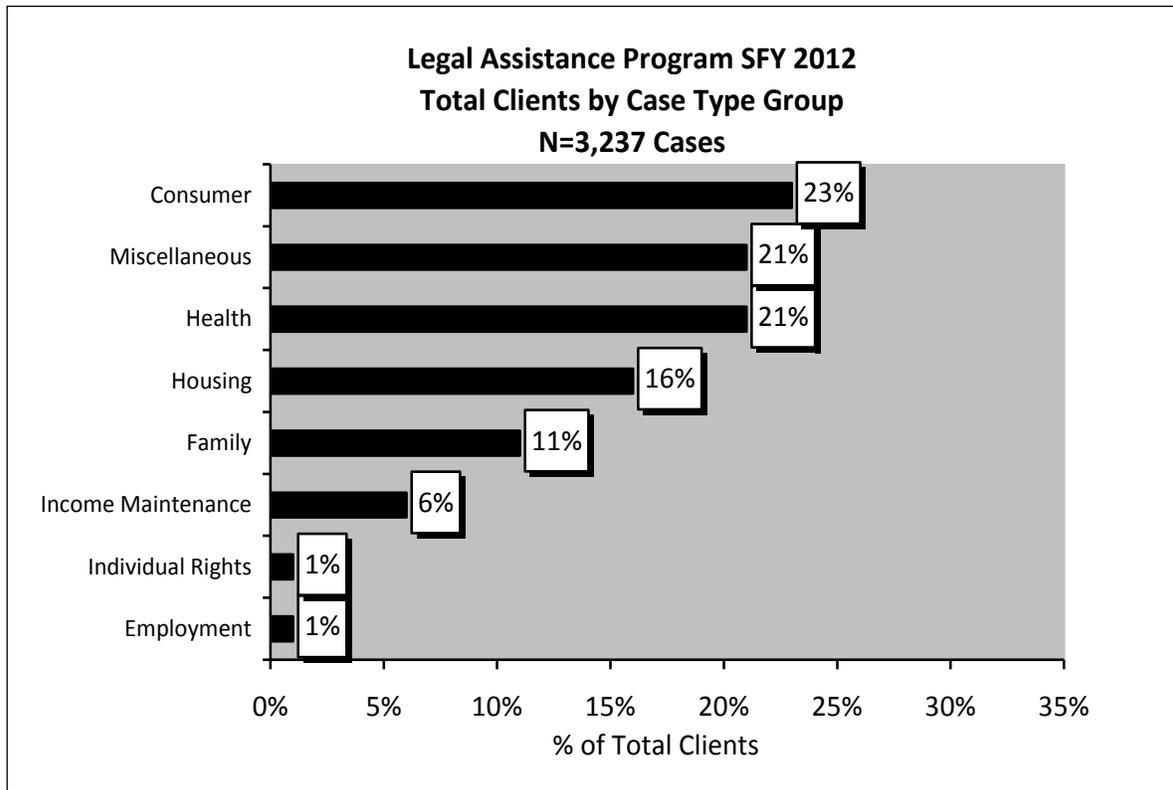
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| 9 Generations | |

**Figure 4: Individual Case Types by Number of Clients
and as a Percentage of the Total Clients**

Individual Case Types by Number of Clients and as a Percentage of the Total Clients					
N= 3,237 Cases					
Case Type	Total Clients	%	Case Type	Total Clients	%
Medicaid	612	19	Other (Family)	24	1
Collection	449	14	Taxes	22	1
Wills/Estates	307	9	Loans	21	1
Power of Attorney	300	9	Support	20	1
Landlord/tenant	222	7	Medicare	18	1
Guardianship	125	4	LTC Facilities	18	1
Bankruptcy	106	3	Other (Health)	16	0
Homeowners	99	3	Food Stamps	15	0
Foreclosure	91	3	License	14	0
Divorce	89	3	Other (Employment)	11	0
Abuse	81	3	Utilities	10	0
Rights	68	2	State & Local	9	0
Contracts	67	2	Mental Health	9	0
Other (Misc)	58	2	Unfair Sales	8	0
Other (Consumer)	44	1	Discrimination	8	0
SSI	40	1	Private Insurance	7	0
Social Security	34	1	Public Housing	6	0
Credit	34	1	Name Change	5	0
Other (Income)	32	1	Disability	4	0
Other (Rights)	28	1	Civil Rights	4	0
Veterans Benefits	26	1	Wage Claims	3	0
Other (Housing)	25	1	Predatory Lending	0	0
Visitation	24	1	Home Care	0	0
Unemployment	24	1	Indian/Tribal	0	0

Figure 5: Clients by Case Type Group



Key: The categories above include the following types of cases.

Consumer Finance

Bankruptcy/Debtor relief, Collection, Contracts, Credit access, Predatory lending, Loans/Installment purchases, Public utilities and Unfair sales practices

Miscellaneous

Indian/Tribal, Licenses, Wills/Estates, Power of Attorney

Health

Medicaid, Medicare, Home Care, Private Insurance and Long-Term Care Facilities,

Housing

Housing rights—evictions/rent disputes, Foreclosures, Home ownership, Landlord/Tenant, Public housing

Family

Grandparent custody/visitation, Divorce, Guardianship/Conservatorship, Name change, Elder abuse and Exploitation and Support

Income Maintenance

Social Security, Food stamps, SSI, State & Local income issues such as general relief, Unemployment, and Veterans benefits

Individual Rights

Immigration/Naturalization, Mental health, Physically disabled rights, Civil Rights, Long-term care resident's rights and Tenants rights

Employment

Discrimination, Taxes and Wage claims

Figure 6: Cases by Type and Level of Service

Case Group	Case Type	1	2	3	4	5	6	7	8	9	10	Total	
Miscellaneous	Indian/Tribal											0	
	License	12	2									14	
	Other (Misc)	51	1	1							5	58	
	POA	143	110							6	41	300	
	Wills/estates	207	68							6	26	307	
Miscellaneous Total		413	181	1	0	0	0	0	0	12	72	679	
Consumer Finance	Bankruptcy	97		3				2		2	2	106	
	Collection	347	65				1	5	3	28		449	
	Contracts	60	4				1				2	67	
	Credit	25	7							1	1	34	
	Loans	17	3								1	21	
	Other (Consumer)	36	1	3	1		1				2	44	
	Pred. Lending											0	
	Unfair sales	6	1									1	8
	Utilities	7	3										10
Consumer Finance Total		595	84	6	1	0	3	7	3	31	9	739	
Health	Home Care											0	
	LTC Facilities	15	1	1							1	18	
	Medicaid	405	150				1		13	1	42	612	
	Medicare	12	3						1		2	18	
	Other (Health)	14	1								1	16	
	Private Insurance	5	2									7	
Health Total		451	157	1	0	0	1	0	14	1	46	671	
Individual Rights	Civil Rights	4										4	
	Disability	3	1									4	
	Mental Health	7	1								1	9	
	Other (Rights)	23	1								4	28	
Individual Rights Total		37	3	0	0	0	0	0	0	0	5	45	
Housing	Foreclosure	66	16	2						1	6	91	
	Homeowners	86	7						1		5	99	
	Landlord/ten	198	14				3	3			4	222	
	Other (Housing)	22	1					1			1	25	
	Public Housing	6										6	
	Rights	53	8					1		4	2	68	
Housing Total		431	46	2	0	0	3	5	1	5	18	511	
Income Maintenance	Food stamps	9	1					1	3	1		15	
	Other (Income)	27	3							2		32	
	Social Security	23	5		2					2	2	34	
	SSI	23	13	1						3		40	
	State & Local	7	1								1	9	
	Unemployment	18							5		1	24	
	Veterans Benefits	21	4	1								26	
Income Maintenance Total		128	27	2	2	0	0	1	8	8	4	180	

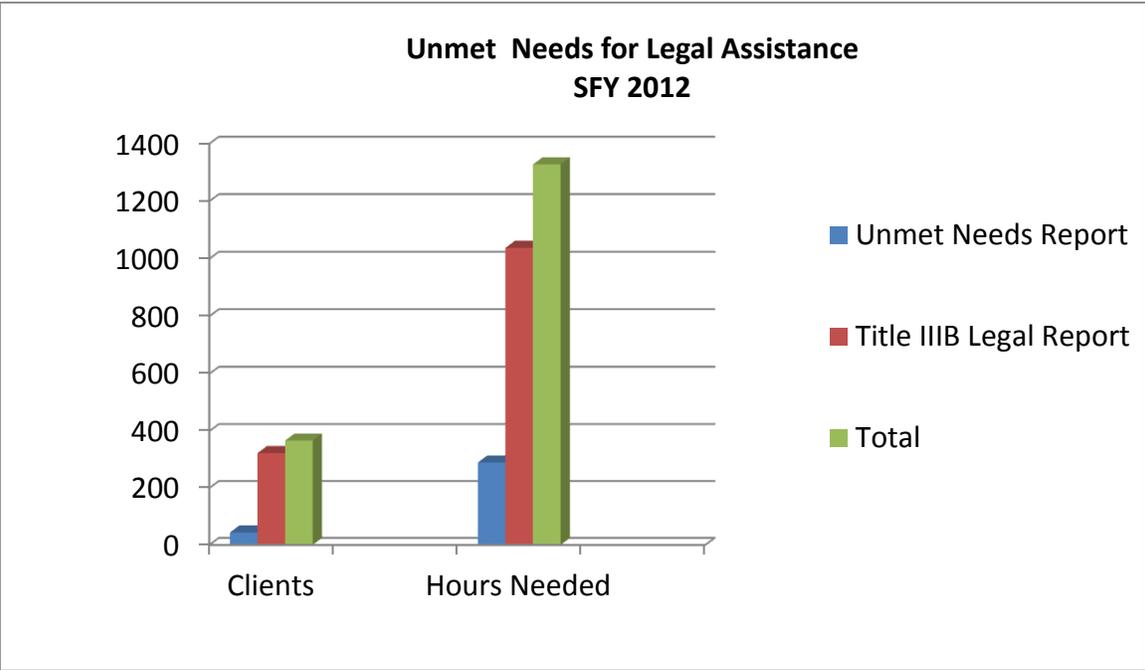
1	Counsel and Advice	3	Referred	5	Client Withdrew	7	Settled with Litigation	9	Court Decision
2	Brief Service	4	Insufficient Merit	6	Settled without Litigation	8	Administrative Decision	10	Other

Figure 6: Cases by Type and Level of Service

Family	Abuse	31	30	10						3	7	81
	Divorce	73	2	4						1	9	89
	Guardianship	63	29	7						4	22	125
	Name change	5										5
	Other (Family)	16	1	1			2			1	3	24
	Support	16	2							1	1	20
	Visitation	21	1								2	24
Family Total		225	65	22	0	0	2	0	0	10	44	368
Employment	Discrimination	7		1								8
	Other (Employment)	9									2	11
	Taxes	18	3								1	22
	Wage Claims		2								1	3
Employment Total		34	5	1	0	0	0	0	0	0	4	44
Grand Total		2314	568	35	3	0	9	13	26	67	202	3237

1	Counsel and Advice	3	Referred	5	Client Withdrew	7	Settled with Litigation	9	Court Decision
2	Brief Service	4	Insufficient Merit	6	Settled without Litigation	8	Administrative Decision	10	Other

Figure 7: Unmet Need for the Legal Assistance Program
Identified through the Unmet Needs Report and
the Title IIIB Legal Assistance Report



C. Area Agency on Aging Reports

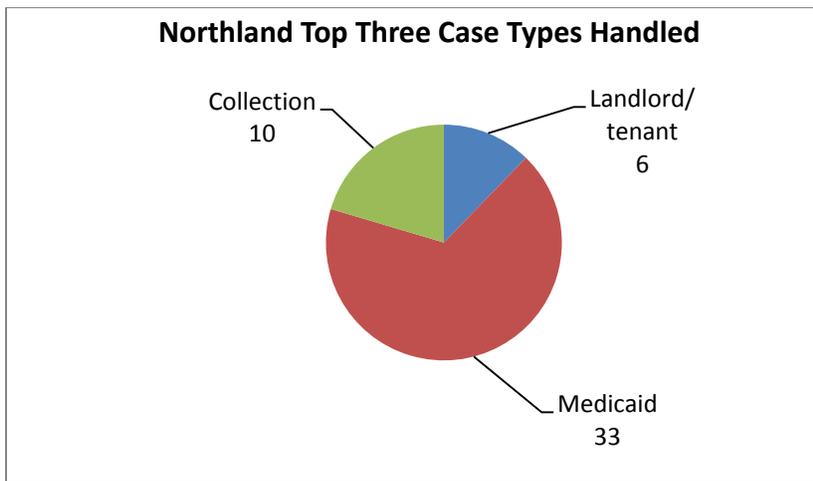
Totals by Area Agency on Aging
SFY 2012

One unit of service = 1 hour

I. Northland Agency on Aging

Units of Service 102

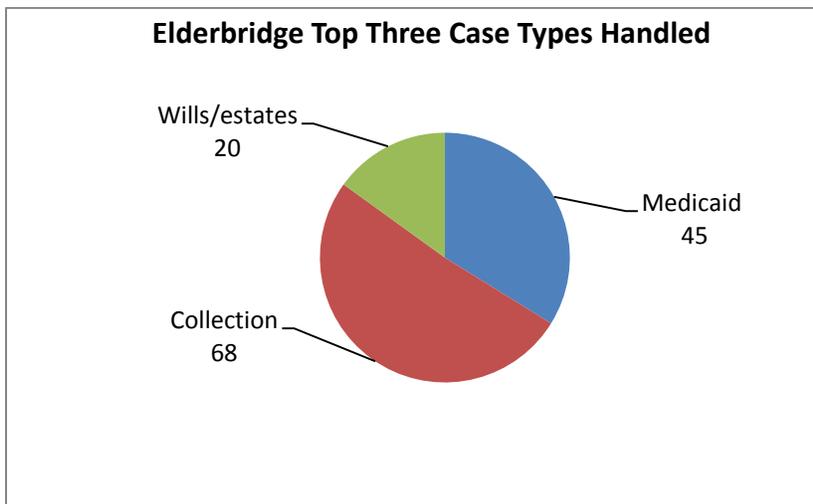
Unduplicated Clients Served 70



II. Elderbridge Agency on Aging

Units of Service 710

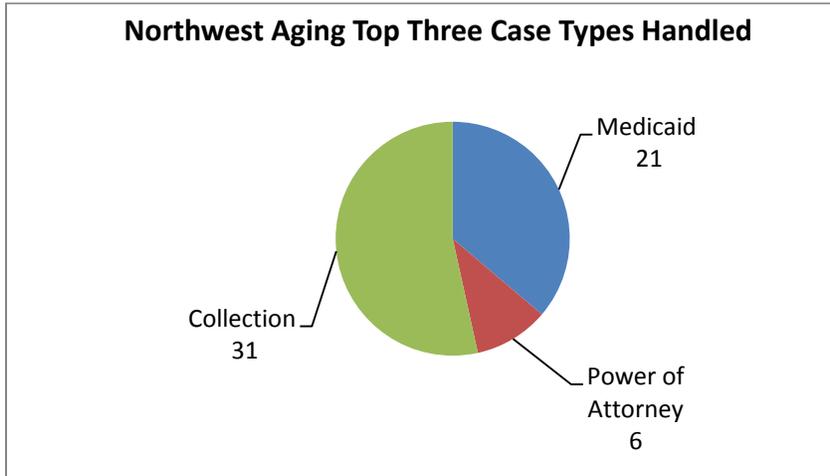
Unduplicated Clients Served 325



III. Northwest Aging Association

Units of Service 230

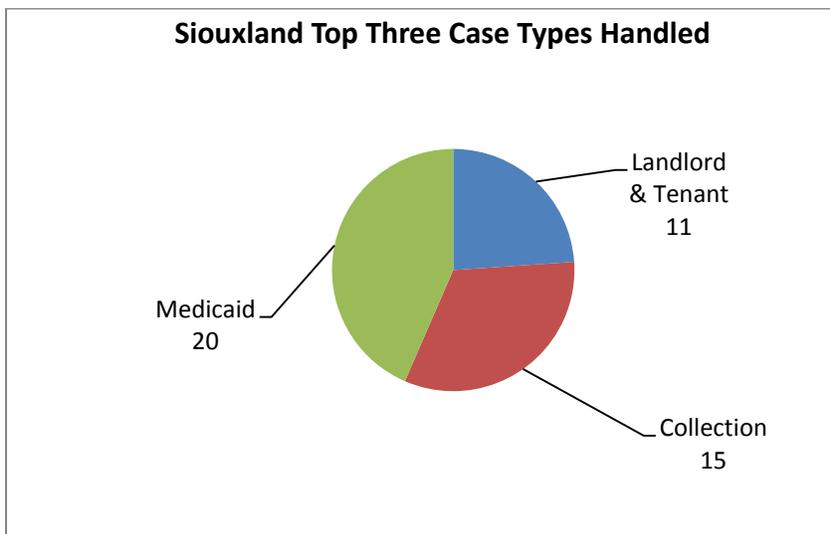
Unduplicated Clients Served 86



IV. Siouxland Aging Services, Inc.

Units of Service 248

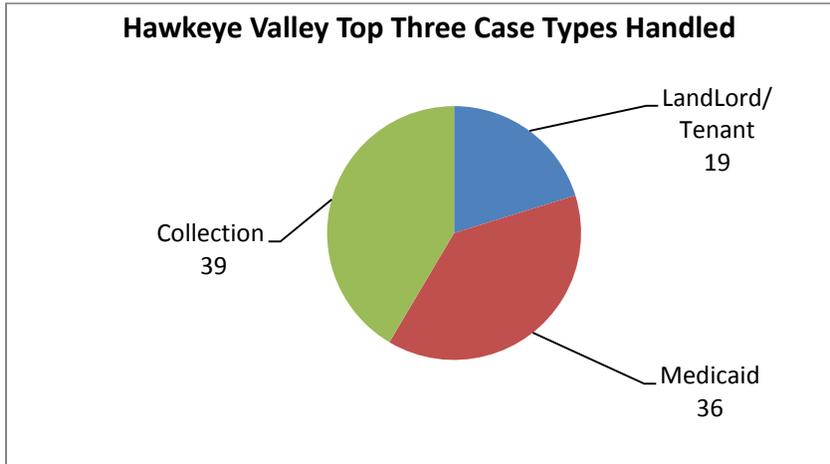
Unduplicated Clients Served 136



V. Hawkeye Valley Area Agency on Aging

Units of Service 443

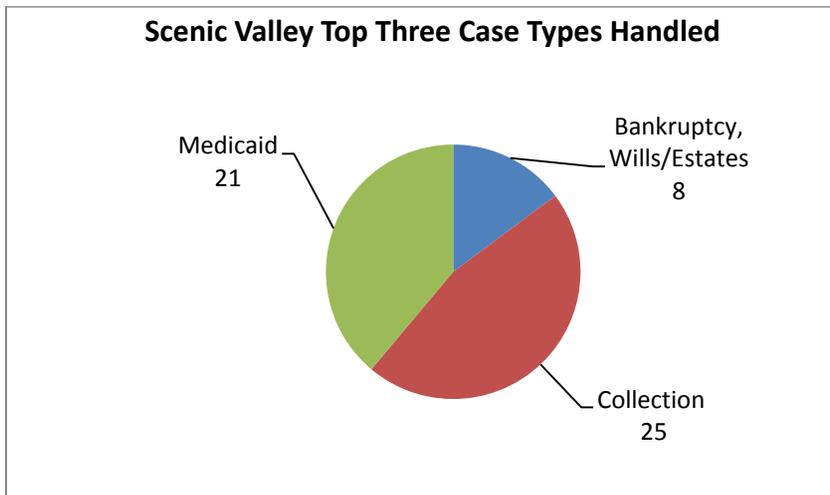
Unduplicated Clients Served 295



VI. Scenic Valley Area Agency on Aging

Units of Service 272

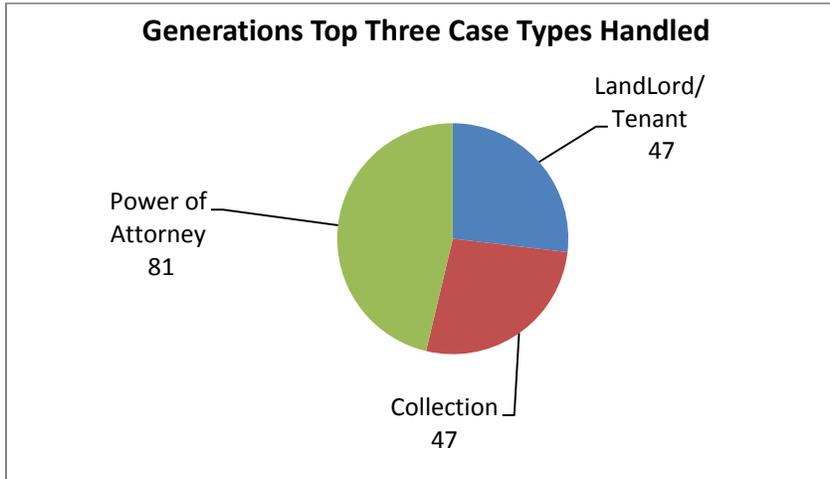
Unduplicated Clients Served 122



VII. Generations Area Agency on Aging

Units of Service 1,154

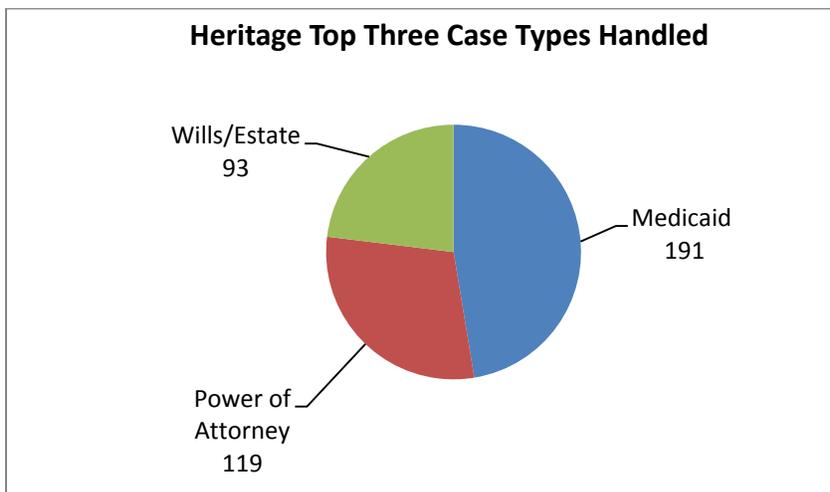
Unduplicated Clients Served 351



VIII. Heritage Area Agency on Aging

Units of Service 640

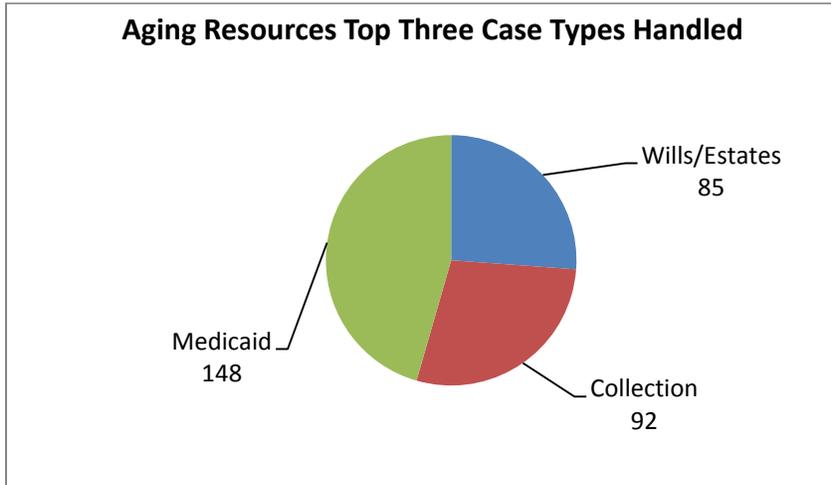
Unduplicated Clients Served 504



IX. Aging Resources of Central Iowa

Units of Service 1,789

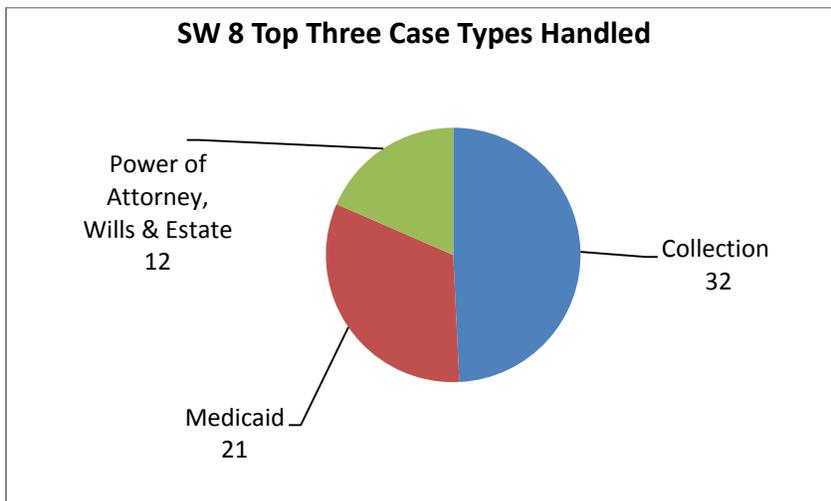
Unduplicated Clients Served 923



X. Southwest 8 Senior Services, Inc.

Units of Service 316

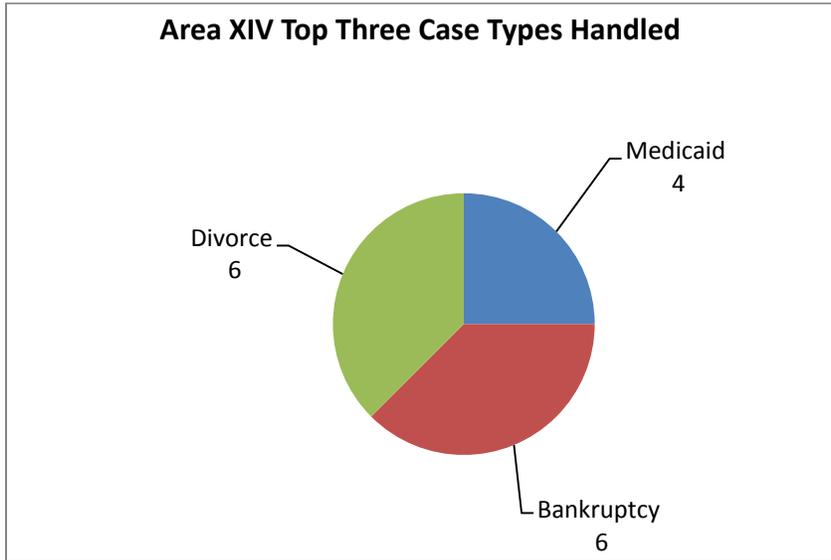
Unduplicated Clients Served 212



XI. Area XIV Agency on Aging

Units of Service 259

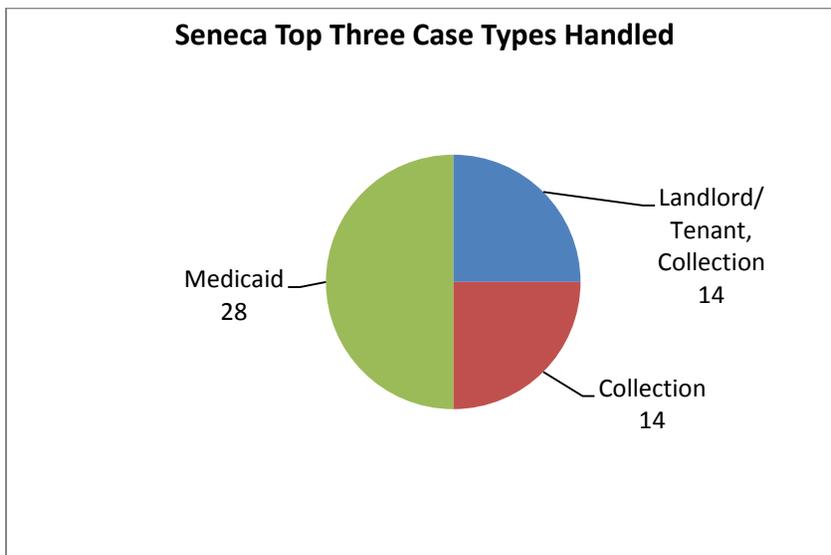
Unduplicated Clients Served 73



XII. Seneca Area Agency on Aging

Units of Service 237

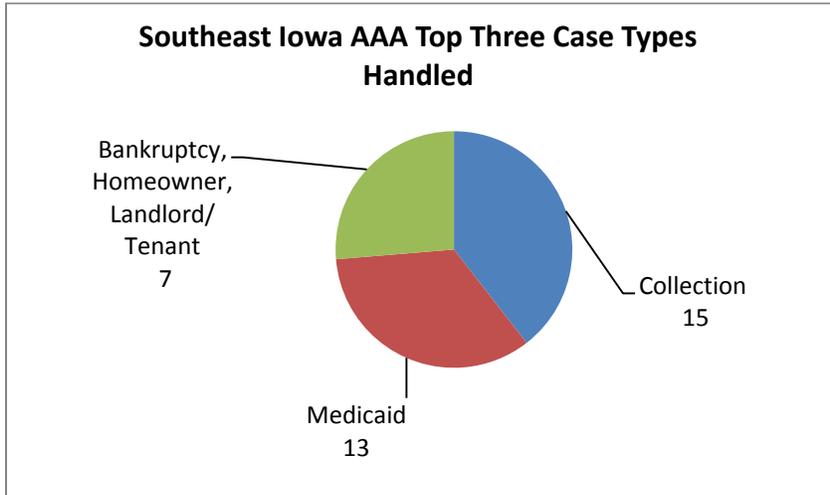
Unduplicated Clients Served 172



XIII. Southeast Iowa Area Agency on Aging, Inc.

Units of Service 277

Unduplicated Clients Served 111



Statewide Totals

Units of Service 6,677

Unduplicated Clients Served 3,380

D. Conclusion

The Title IIIB Legal Assistance Program provides a valuable service to older lowans in need of legal assistance and information. The program served 3,380 clients and provided 6,677 hours of service to persons 60 and older. Of the 3,380 clients served, 2,234 were in economic or social need, while 322 were minorities. Older lowans most generally seek assistance from the legal program for issues such as Medicaid eligibility and information, debt collection concerns, Bankruptcy, Contracts, Landlord/Tenant, Powers of Attorney (POA), Wills and Estate concerns. An additional 665 older lowans received information and assistance by attending community legal education forums presented by the Legal Assistance Program providers.

The statistics also show that even though 3,380 individuals were served, there were another 367 older lowans with unmet needs for legal assistance. These 367 individuals needed 1,328 hours of service. The need for this legal assistance could not be addressed by the legal providers and aging network due to inadequate funding availability.

The Iowa Legal Assistance Program provides an array of services to meet the legal needs of older lowans. The program:

- (1) Educates about the law and how it applies;
- (2) Helps prevent legal problems and provides appropriate referrals;
- (3) Provides information to allow individuals to self-advocate; and
- (4) Assists with direct legal representation, counsel and advice, when necessary.